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KAZMI, OMAR A

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 09/718,385	Applicant(s) ENGSTROM ET AL.	
	Examiner Omar Kazmi	Art Unit 2173	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☐ Responsive to communication(s) filed on _____ .

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☐ Claim(s) _____ is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-33* is/are rejected.

7)☒ Claim(s) *1,8 and 12* is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☒ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *11/24/2000* is/are: a)☐ accepted or b)☒ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11)☐ The proposed drawing correction filed on _____ is: a)☐ approved b)☐ disapproved by the Examiner.

If approved, corrected drawings are required in reply to this Office action.

12)☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____ .

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

14)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

a) ☐ The translation of the foreign language provisional application has been received.

15)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) *3* .
4) ☐ Interview Summary (PTO-413) Paper No(s). _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: .

DETAILED ACTION

Drawings

1. The drawings are objected to because in Figures 1-3, none of the reference numbers are properly labeled with a name associated the reference number. For example, in Figure 1, reference #3, should be labeled "information support computer". Also, regarding the last four pages of the drawings, each figure must have its own label. The labels figure 4A, 4B, 4C, and 4D are suggested to the applicant. There should also be a figure key Figure 4 should depict the key showing how Figures 4A-D are interconnected. The applicant is also suggested to amend the specification to accommodate the change in figure labels. A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

Information Disclosure Statement

2. The listing of references in the specification is not a proper information disclosure statement. 37 CFR 1.98(b) requires a list of all patents, publications, or other information submitted for consideration by the Office, and MPEP § 609 A(1) states, "the list may not be incorporated into the specification but must be submitted in a separate paper." Therefore, unless the references have been cited by the examiner on form PTO-892, they have not been considered.

3. The applicant is suggested to submit an information disclose statement on form PTO-1449 disclosing a list of all patents, publications, or other information submitted for consideration by the Office.

Specification

1. The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.

2. The disclosure is objected to because of the following informalities: On page 6, line 6, delete "a".

Appropriate correction is required.

Claim Objections

3. Claims 8 and 12 are objected to because of the following informalities: Regarding claims 8 and 12, replace "which" with "in which the support information". Appropriate correction is required.

Claim Rejections - 35 USC § 112

4. The following is a quotation of the second paragraph of 35 U.S.C. 112:

> The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

5. Claims 3-16 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

6. Claims 5 and 20 are rejected under 35 U.S.C. 112, second paragraph, as being incomplete for omitting essential elements, such omission amounting to a gap between the elements. See MPEP § 2172.01. The omitted elements are: the commencement of the activity is not included within the claims. It is not clear how an activity can "proceed" when the claim fails to set forth any movement or commencement of the activity.

7. Claim 11 recites the limitation "information support" in the second line of claim 11. There is insufficient antecedent basis for this limitation in the claim. Claims 3-16 are rejected as being indefinite because the claims has been drafted as an apparatus claim but the claims are not directed to the apparatus. Instead, the limitations appear to be drafted as method steps where no method has been set forth in the claims. Also, regarding claims 3-16 the phrase "being arranged for" and "is arranged to" does not make sense in the context of the claims as it is not clear how the computer can be "arranged" to perform the recited functions.

Claim Rejections - 35 USC § 103

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

9. Claims 1-7, 10, 11, 13-22, and 24-26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Panarello et al., US Patent Number 6,289,370, hereinafter referred to as Panarello, Chiang et al., US Patent Number 5,535,422, hereinafter referred to as Chiang, and Koyo Corporation of USA, "Mounting and Handling Instruction – Pillow Block Bearings", September 1999, hereinafter referred to as Koyo Corporation. Regarding claims 1, 3, 15, and 18, 26, Panarello teaches an information communication system, information support computer, and method for transferring request comprising an information terminal and information support computer, where the information support computer is adapted to receive an information support request via a communication network from an information terminal, the request being related to detailed support information. Panarello teaches this as described in Col. 2, lines 24-41, where the

information support computer is the embedded system and the information support computer receives an information support request from a information terminal or a client system when the client system request a data page where the data page includes an associated help file/information, where it is clear that the help information such as a help button and page is related to the support information; this is also described on Col. 7, lines 10-30 and shown in Figure 9, reference #130. Next, Panarello also teaches to process the information support request and provide support information in relation to request as well as transmit the support information via a communication network to the information terminal, also described in Col. 7, lines 10-30 as well as Figure 9, reference # 132, 134 in regards to processing the information support request and reference #136 in regards to providing or transmitting the data page to the client system. Furthermore, Panarello teaches the information terminal or client system being adapted to receive information support from the information support computer via a communication network after transmitting an information support request from the information terminal, as described in Col. 5, lines 44 to Col. 6, line 24 and Col. 6, line 45-53 and shown in Figures 7 and 8, reference #94, 102,110, 124, 126 and 128. It is clear that the information support includes the help button and the link to help data as indicated in reference #126. Furthermore, the communication network is the Internet through which the information terminal or client system communicates with the information support computer or embedded system as shown in Figure 1, reference #16, and described in Col. 3, lines 34-44. However, while Panarello teaches this and the ability to receive, transmit and process help information to be performed, he fails to explicitly teach an activity to be performed. Chiang, however, teaches an activity to be performed in his online tutorial system for software products as disclosed in the abstract in the form of lesson

panels as shown in Figure 3, reference #118, 124,126, and 128 and as described in Col. 10, lines 43-63, where steps to perform steps of performing the activity of creating a new lesson are disclosed. Thus, it would have been obvious to one of ordinary skill in the art to modify the help system of Panarello to include the help activity of Chiang in order to obtain an online help system with steps to perform an activity. One of ordinary skill in the art would have been motivated to modify the help system of Panarello to include the help activity of Chiang in order to provide an online help system in order to provide a platform independent method to obtain help information to perform an activity using an online network. However, while Panarello and Chiang teach this, they fail to explicitly teach that at least one of the pluralities of activities includes mounting, dismounting, and servicing a bearing or a seal. However, Koyo Corporation teaches mounting of a bearing as described on page 4, under heading 2.1 "Installation of Bearing and Accessories", where it is clear that the activity of installing or mounting a bearing is disclosed. Thus, it would have been obvious to one of ordinary skill in the art to modify the information help system of Panarello and Chiang to include help data related to performing the activities of mounting a bearing of Koyo Corporation to obtain a support information system for transferring request regarding activities including mounting, dismounting and servicing a bearing or seal. One of ordinary skill in the art would have been motivated to modify the information support system of Panarello and Chiang to include the activities of mounting a bearing of Koyo Corporation to obtain an information support communication system ability to transfer requests regarding mounting a bearing in order to provide the user of such a system with information about bearings in convenient manner to obtain the information over computer network connection on request.

Regarding claim 2, it is clear that Panarello, Chiang, and Koyo Corporation teach that the information terminal, or client system, and information support computer, or embedded system, are remotely arranged in relation to one another, as seen in Figure 1 and described in Col. 3, lines 33-44 of Panarello: "A system for providing enhanced information to a remote client on behalf of an embedded system is disclosed".

Regarding claims 4 and 19, Panarello, Chiang, and Koyo Corporation teach transmitting or arranging the support information in a single information support transmission in response to the request comprising a set of data relating to the information requested, as shown in Figure 9, reference #136 and described in Col. 7, lines 24-30 of Panarello.

Regarding claims 5 and 20, Panarello and Koyo Corporation teach an information support computer where support information can be transmitted over a network but fails to explicitly teach support information arranged to be provided sequentially and transmitted in several information support transmissions to an information terminal as the at least one activity proceeds. Chiang, however, teaches support information arranged to be provided sequentially in several support transmissions to an information terminal as the at least one activity proceeds. As shown in Figure 3, reference # 118, 124, 126 and 128 and described in the abstract, Col. 10, lines 43-63, Col. 12, line 60 to Col. 13, line 14, and Col. 22, lines 59-64. Thus it would have been obvious to one of ordinary skill in the art to modify the information support computer with ability to transmit support information over a network of Panarello and Koyo Corporation to include the multiple and sequential transmissions of support information of Chiang in order to obtain an information support computer with the ability to transmit multiple support information transmissions sequentially over a network. One of ordinary skill in the art would have been

motivated to modify the information support computer with ability to transmit support information over a network of Panarello and Koyo Corporation to include the multiple and sequential transmissions of support information of Chiang in order to obtain a method where online help could be allow the user to request more help online if the information provided to the user currently was not sufficient.

Regarding claim 6, it is clear that the transmitted support information is arranged to present opportunities of requesting further information support, as disclosed in Col. 5, line 65 to Col. 6, line 11, where Panarello teaches that the embedded system sends a data page including a graphical representation of a "help" button which may be clicked on by the user to obtain more information pertaining to the subject matter in the remainder of the data page.

Regarding claim 7, while Panarello and Chiang teach an information support computer as described in claim 3 above, they fail to explicitly teach an information support computer where the support information comprises three categories of information: precautions, activity procedures and recommended tools. Koyo Corporation, however, teaches these categories in their information support guide in mounting procedures for pillow block bearings. First, Koyo teaches precautions as disclosed on the top of page 2, where a black border indicates that all instructions should be carefully read before assembly. Next, Koyo Corporation teaches activity procedures of mounting the block bearings, as disclosed on page 4, where the installation of the bearing and accessories are disclosed. Finally, Koyo Corporation discloses a category of recommended tools as disclosed on page 3, Figure 2-0 and as described under the Heading Inspection Prior to Installation, step 1. Thus, it would have been obvious to one of ordinary skill in the art to modify the support information of Panarello and Chiang to include the categories of

information of Koyo Corporation to obtain support information with three categories of information. One of ordinary skill in the art would have been motivated to modify the support information of Panarello and Chiang to include the categories of information of Koyo Corporation in order to obtain a provide a user a convenient manner for a user to mount, dismount and service a bearing or a seal.

Regarding claims 10 and 21, Panarello, Chiang, and Koyo Corporation clearly teach that the information support computer is adapted to receive a code from an information terminal that is specifically related to the at least one activity, where the code may take the form of a request as described in Col. 7, lines 10-30 of Panarello, where the embedded system receives a request in the form of a computer code from the information terminal or the client system. This is also taught in Figure 7, where the and described in Col. 5,lines 32 to Col. 6, line 11, where the client system sends a message via an HTTP request message as noted in reference #94.

Regarding claims 11, 13, 14, 22, 24, and 25, Panarello, Chiang, and Koyo Corporation teach that the form of the transmitted information support is in HTML as disclosed on Col. 5, lines 63-64 of Panarello. It is also clear that the information support is in the form of text and images, as described in Col. 4, lines 1-21 of Panarello.

Regarding claim 16, Panarello, Chiang, and Koyo Corporation teach that the information terminal or client system is a stationary computer as seen in Figures 1-5 and described in Col. 3, lines 33-44 and Col. 4, line 46 to Col. 5, line 10 of Panarello.

Regarding claim 17, while Panarello, Chiang, and Koyo Corporation teach an information terminal, they fail to explicitly teach a printer associated with the information terminal (client system). In Col. 1, the client system can be a general-purpose computer. Printers

are typically connected to or an integral part of general-purpose computers. Printers are notoriously well known in the art and examiner takes OFFICIAL NOTICE of this teaching. One of ordinary skill in the art would have been motivated to modify the information terminal system of Panarello, Chiang, and Koyo Corporation to include a printer to obtain an information terminal with printer. One of ordinary skill in the art would have been motivated to modify the information terminal of Panarello, Chiang, and Koyo Corporation to include a printer in order to print out related support information obtained from information support computer.

10. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Panarello, Chiang, Koyo Corporation, and Schnelker, ""2400/E Cat.PM65". Regarding claim 9, with respect to claim 7 above, Panarello, Chiang, and Koyo Corporation teaches support information system as described above, but fail to explicitly teach arranging to offer information support in relation to alternatives of at least one activity. However, Schnelker teaches providing an alternative of at least one activity such as mounting the bearings as seen on page 35, section 9.2.1 and page 39, section 9.2.2. On page 35, section 9.2.1, Schnelker discloses a set screw unit for mounting the bearing to the shaft while section 9.2.2 on page 39 discloses an eccentric locking collar system for mounting the bearing unit, which is clearly an alternative to the set screw unit; this is clear as described in the first paragraph on page 39: "In this system [eccentric locking collar system], unlike the screw system, the shaft and inner ring are fastened together by fastening the eccentric collar in the direction of the rotation of the shaft. They are fastened together securely, and deformation of the inner ring seldom occurs. This system, however, is not recommended for applications where the direction of rotation is sometimes reversed." Thus, it would have been obvious to one of ordinary skill in the art to modify the information support system of Panarello,

Chiang, and Koyo Corporation to include an alternative of at least one activity of Schnelker to obtain an information support system with an alternative to at least one activity. One of ordinary skill in the art would have been motivated to modify the information support system of Panarello, Chiang, and Koyo Corporation to include an alternative of at least one activity of Schnelker in order to provide a user alternatives to mounting a unit based upon the different kinds of mounting systems available for a bearing unit.

11. Claim 8 is rejected under 35 U.S.C. 103(a) as being unpatentable over Panarello, Chiang, Koyo Corporation, and Tavor et al., US Patent Number 6,070,149, hereinafter referred to as Tavor. While Panarello, Chiang, and Koyo Corporation teach an information support computer for providing support information comprised into three categories as disclosed in claim 7 above, they fail to explicitly teach a information support computer where the transmitted support information is arranged to offer personal an opportunity to purchase recommended tools. Tavor, however, provides a manner to purchase recommended tools or products, such as bearings or a seal. As disclosed in the abstract and Col. 5, line 25 to Col. 6, line 16 & Col. 3, lines 31-41 and lines 50-58, Tavor a manner to a user or personnel an opportunity to purchase recommended tools through the online website through an virtual sales representative. Thus, it would have been obvious to one of ordinary skill in the art to modify the information support computer with categories of Panarello, Chiang, and Koyo Corporation to include the arranging of support information of Tavor to obtain providing support information with an opportunity to purchase recommended tools. One of ordinary skill in the art would have been motivated to modify the information support computer of Panarello, Chiang, and Koyo Corporation to include the arrangement of support information to purchase a recommended tool of Tavor in order to obtain

a method where user can be convinced to purchase tools such as bearing tools in an friendly online via an online sales representative.

12. Claims 12 and 23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Panarello, Chiang, Koyo Corporation, and Grout, US Patent Number, 5,913,033. While Panarello, Chiang, and Koyo Corporation teach an information support computer and method as described in claims 3 and 18 above, they fail to explicitly teach support information arrange for allowing users to choose a language for support information from a predetermined set of languages. Grout, however, teaches for arranging information to allow a user to select from a predetermined set of languages as disclosed in Col. 8, lines 1-31, where Grout teaches that when a user to download a set of documents in a particular language, which are predetermined, such as English or Japanese. Thus, it would have been obvious to one of ordinary skill in the art to modify the information support computer of Panarello, Chiang, and Koyo Corporation to include the ability to allow users to choose a language support information such as a website in order to obtain an information support computer with the ability to choose from predetermined set of languages. One of ordinary skill in the art would have been motivated to modify the information support computer of Panarello, Chiang, and Koyo Corporation to include the choice for the predetermined list of languages of Grout in order to obtain versions of support information such as how to mount a bearing which would be internationalized to allow users from different locations and cultures to obtain support information.

13. Claims 27-33 are rejected under 35 U.S.C. 103(a) as being unpatentable over Perkowski, US Patent Number 5,950,173, and Schnelker. Regarding claims 27 and 28, Perkowski teaches a graphical user interface for selective provision of service information associated with a product,

a first interface element for entering a code associated with a product and second interface element for selecting one of a plurality of service procedures for which service information is to be provided. As disclosed in the abstract as well as Col. 15, lines 28-53 as well as Col. 17, lines 36-65 and Col. 26, line 38 to Col. 27, line 12. Perkowski teaches a UPC Number Entry Window of the control panel as seen in figure 3C, #21D where the user may enter a product number or code of at least one product; this is the first interface element for entering a code associated with the product. Next, Perkowski also teaches a second interface element for selection one of a plurality of types of service procedures, for the service information to be provided as disclosed on Col. 26, lines 38-65 and as shown in Figures 4A and 4B, where hyperlinks for registered products and product-related information resources, where the hyperlinks are used to pinpoint product related information, such as providing a link for servicing information related to a product related information sources. While Perkowski teaches this, he fails to explicitly teach a servicing information with at least one of a bearing and a seal as well as a first, link for providing mounting information, a second link for providing dismounting information and a third link for providing other service information associated with a bearing. Schnelker, however, teaches service procedures of a mounting, dismounting, and servicing of a bearing or a seal as described on page 35, section 9.1 under the heading "Mounting of the housing" and on page 42, section 9.5 under the Heading "Dismounting the bearing unit". Finally, Schnelker teaches the servicing of the bearing in the form of inspection during operation, as disclosed on page 42 under heading 9.4 "Inspection under heading". Thus, it would have been obvious to one of ordinary skill in the art to modify the graphical user interface with code entering and selecting a plurality of types of service procedures interface elements in the form of a first, second, and third link of Perkowski

to include the service procedures and information of a bearing of Schnelker to obtain a graphical user interface with code-entering and service procedure interface elements in the form of links with service procedures associated with a bearing. One of ordinary skill in the art would have been motivated to modify the graphical user interface with interface element to enter code information and a second interface element for selecting a first, second and third link of Perkowski to include a servicing information of mounting, dismounting and other service information of Schnelker in order to obtain a method to obtain servicing information for bearing tools and kits based upon UPC information that is associated with every product such that "...URL categories are graphically displayed to the request by way of easy-to-read display screens during URL selection and Web-site connection". (Col. 6, lines 57-59)

Regarding claims 29 and 30, Perkowski teaches a third interface element for selection a combination of code and selected one of a plurality of types of service procedures, where when the user actuates or selects the third interface element, additional interface elements are associated with the subfeatures of said selected plurality of types of service procedures as disclosed in Col. 14, lines 18-53, and as shown in Figure 3B, 3C, and 4A1 and 4A2. When the user presses the IPI Find button, a web page with the UPC code entry and Registration information is displayed in combination, where the additional interface elements 21A-D are each associated with sub features with the plurality of types of service procedures.

Regarding claims 31-33, Schnelker teaches a servicing information associated with mounting a bearing to a first member, a second member different from the first member and a third member different from the second and first member as described in pages 37, 39 and 40, where Schnelker discloses three ways of providing server information associated with mounting

on a first member (set screw system unit), second member (eccentric locking collar system unit) and a third member (adapter system unit), where each of the members are different from one another. It is clear on pages 37, 39, and 40 that each of the service information provides corresponding mounting techniques with includes graphics to illustrate how to perform the mounting technique. Thus, it would have been obvious to one of ordinary skill in the art to modify the graphical user interface system with interface elements in the form of links of Perkowski to include a first, second and third link for the mounting of a first, second, and third member (all different from one another) of mounting a unit of Schnelker to obtain a first, second, and third link of mounting a bearing on three different members. One of ordinary skill in the art would have been motivated to modify the graphical user interface with links of product information of Perkowski to include links to mounting a bearing to a first, second, and third different member with mounting and illustrations of mounting the corresponding bearing in order to obtain a method to disseminate mounting information on-line to bearing allowing the user an easy-to-navigate and easy-to-follow manner to obtain bearing mounting information for mounting bearings on different mounting members.

Conclusion

The prior art made of record on form PTO-892 and not relied upon is considered pertinent to applicant's disclosure. Applicant is required under 37 C.F.R. § 1.111(c) to consider these references fully when responding to this action. The documents cited therein teach information systems where the user can obtain information for performing a set of instructions, such a performing steps as disclosed in Montagna et al, US Patent Number 4,899,292 as shown in Figures 9 and 10 as well as online system used to distribute support information.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Omar Kazmi whose telephone number is 703-305-4894. The examiner can normally be reached on Monday - Friday 8 AM - 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cabeca can be reached on 703-308-3116. The fax phone numbers for the organization where this application or proceeding is assigned are 703-746-7239 for regular communications and 703-746-7238 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.

OK
May 5, 2003

JOHN CABECA
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100